

STEP-BY-STEP GUIDANCE TO ACTIVATE OUR UPGRADED SERVICE

1.

Download the Coutts app onto your smartphone or tablet by scanning the QR code (or searching 'Coutts' in the App store or Google Play).

DOWNLOAD THE NEW
COUTTS APP FROM
THE APP STORE



DOWNLOAD THE NEW
COUTTS APP FROM
GOOGLE PLAY



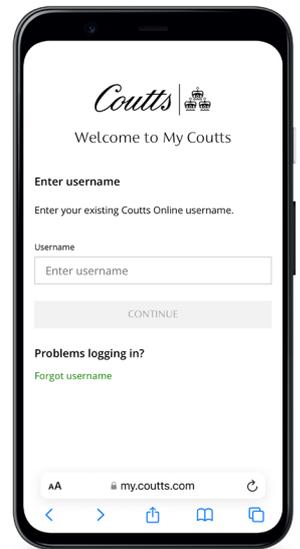
2.

Open the new Coutts app and when prompted, select '**REGISTER PASSWORD**'.



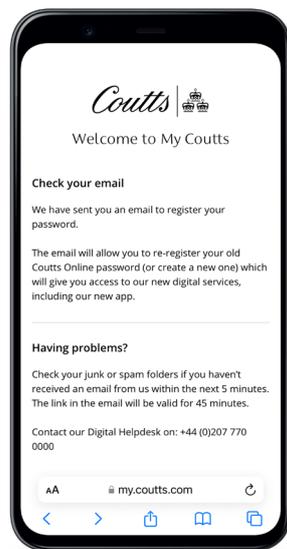
3.

Enter your existing Coutts Online username (that we've sent you via post).



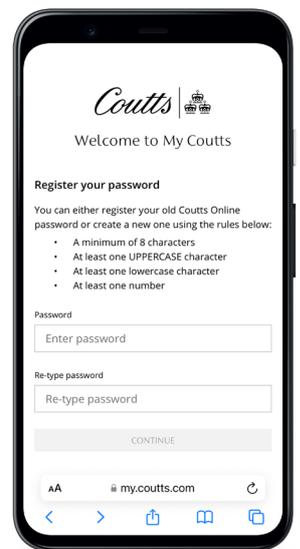
4.

We'll now send you an email with a link to create a new password.



5.

Click on the link within the email to register a password.



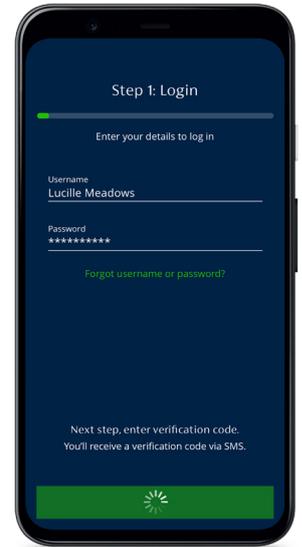
6.

Go into the Coutts app and select **'I'VE REGISTERED MY PASSWORD'** at the bottom of the screen.



7.

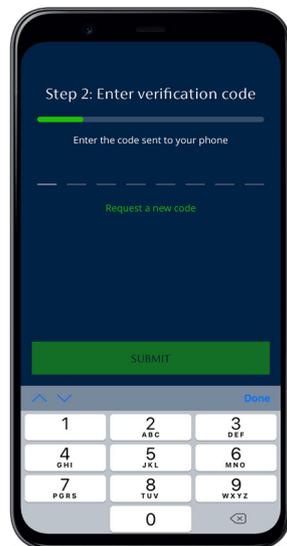
Enter your username and the password you've just created.



8.

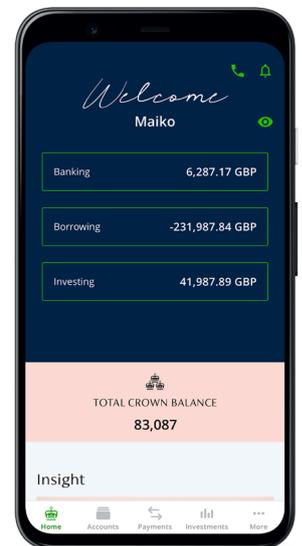
We'll now text you a verification code, which you'll need to enter to verify your account.

You'll then be prompted to set up fingerprint authentication, Face ID and a six-digit PIN.



9.

You can now access your accounts via the new Coutts app or our desktop service (using the **LOGIN** button on coutts.com and then selecting **PRIVATE LOGIN**).



PLEASE DON'T SHARE THE VERIFICATION CODE WE SEND YOU WITH ANYONE – ONLY A FRAUDSTER WOULD ASK FOR THIS.

You can also delete the old Coutts Mobile app (unless you need online access to any business accounts) and if you've previously used a card and card reader device to access Coutts Online return it to us for recycling.

